Calloway Iturbide-Masson

Workforce Planner, Multi-Site Contact Centers

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SUMMARY

Workforce planner with 8 years of experience building forecasts and staffing plans for contact centers of up to 900 agents across 4 sites. Brought weekly volume forecast error from 9% to under 4%, lifted service level from 71% to 82% without adding headcount and cut overtime spend by about $410,000 a year. Comfortable in NICE IEX, Erlang C models, Excel and Power BI, and known for plain-language capacity reviews with finance and site leaders.

EXPERIENCE

Senior Workforce Planner — Kalaheo Mutual Insurance

Honolulu, HI · Apr 2021 – Present

- Own long-range and weekly forecasts for 4 contact centers with about 900 agents and 6 million calls a year.
- Cut weekly forecast error from 9% to 3.8% in 14 months by adding holiday, billing-cycle and marketing-event drivers.
- Raised service level from 71% to 82% with no extra headcount by rebuilding 3 shift patterns around half-hour demand.
- Lowered overtime spend by about $410,000 a year by moving 40 part-time agents onto peak-hour schedules.
- Built the annual hiring plan for 220 new agents, timing 9 training classes to attrition and seasonal peaks.

Workforce Analyst — Pohaku Telecom Services

Kapolei, HI · Jun 2017 – Mar 2021

- Produced 15-minute interval forecasts for 3 queues with about 350 agents in NICE IEX.
- Tracked shrinkage by category and brought unplanned absence from 11% to 8% with site managers.
- Ran daily intraday reforecasts, moving breaks and training for about 60 agents on busy days.

SKILLS

Planning: Long-range forecasting, capacity models, Erlang C, shrinkage, hiring plans

Systems: NICE IEX, Verint WFM, Genesys Cloud, Excel, Power BI, SQL basics

Real-time: Intraday reforecasting, schedule adherence, skill routing, overtime offers

Communication: Capacity reviews, finance budget models, site leader briefings

CERTIFICATIONS

Certified Workforce Planning Professional, 2022

NICE IEX WFM Administrator training, 2019

EDUCATION

Bachelor of Business Administration in Operations Management, University of Hawaii at Manoa, 2017

Fictional example by FindAJobAI: the person, employers and numbers are invented.